



Code: 0361

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Administrative

CLASS TITLE: DIRECTOR OF PERSONNEL POLICIES AND UTILIZATION

CHARACTERISTICS OF THE CLASS

Under direction, manages all personnel functions and activities for an operating department including employment processing, payroll administration and timekeeping, labor contract administration, benefits coordination and training, and performs related duties as required

ESSENTIAL DUTIES

- Directs staff responsible for coordinating the employment/hiring process, processing personnel actions and payrolls, and the return to work and leave of absence programs
- Establishes and monitors work priorities for human resources personnel in accordance with strategic goals of the department
- Analyzes the department's personnel staffing requirements and prepares recommendations regarding position management
- Develops and interprets personnel policies and procedures and monitors their proper implementation
- Plans and coordinates training and orientation programs for department employees
- Coordinates and administers benefits administration activities including the review and processing of requests for paid and unpaid leaves of absence (e.g., FMLA, duty disability, parental)
- Directs internal human resources records management and information services processing functions to ensure proper maintenance of employee records
- Coordinates with the Department of Human Resources (DHR) regarding recruitment efforts and classification and compensation requests
- Participates in the preparation and monitoring of the department's annual personnel budget
- Assists departmental managers and supervisors in developing performance standards for employee performance evaluations
- Advises departmental management on issues pertaining to labor contracts to ensure the department's compliance with terms of respective collective bargaining agreements
- Serves as liaison between the department and union representatives on matters relative to collective bargaining issues, employee grievances and complaints, and advises management on unions' concerns
- Creates and oversees the preparation of various personnel narrative and statistical reports for review by management
- Coordinates city-wide personnel initiatives with department management, Office of Budget and Management, DHR and other city departments, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration or a directly related field plus five years of professional human resources experience of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- *personnel administration principles, policies, practices, and techniques
- *applicable employee benefits policies and procedures
- City's timekeeping and payroll processing policies and procedures
- City's collective bargaining principles, practices, and contract administration
- *management and supervisory methods, practices, and procedures

Considerable knowledge of:

- applicable federal (e.g., EEOC, FLSA, ADA) and state laws, regulations, and guidelines
- report preparation methods, practices, and procedures
- applicable computer software packages and applications

Moderate knowledge of:

- training methods, practices, procedures, and resources
- budget preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

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- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MANAGEMENT OF PERSONNEL RESOURCES – Motivate, develop, and direct people as they work and identify the best people for the job
- JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2014